

October 19, 2006  
# 7

**RENEWAL AND AMENDMENT TWO TO**  
**AGREEMENT**  
**BETWEEN**  
**THE CITY OF AUSTIN and TRAVIS COUNTY for**  
**USE AND MANAGEMENT OF STAR FLIGHT**

This Renewal and Amendment Two to the Agreement Between the City of Austin and Travis County for Use and Management of *STAR Flight* is entered into by the following parties the City of Austin, a Texas municipal corporation, ("City") and Travis County, ("County"), ("Renewal and Amendment Two")

RECITALS

City and County developed an Emergency Medical Services System that provides services throughout the entire geographic area of the City of Austin and Travis County

City and County entered into an Agreement Between the City of Austin and Travis County for Use and Management of STAR Flight, and that was signed by the last party to sign it on December 13 2004 ("FY 2005 Agreement")

City and County entered into a Renewal and Amendment One to the FY 2005 Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services which was effective October 1, 2005, as amended, (the "FY 2006 Amendment")

City and County wish to renew the FY 2005 Agreement as amended by FY 2006 Amendment for a one year term beginning October 1 2006, and to amend it to replace certain Exhibits (as amended, "FY 2007 Amendment")

City and County are authorized to enter into this Renewal and Amendment to the Agreement in all respects by TEX GOV'T CODE ANN , ch 791

AGREEMENT TO RENEW AND AMEND FY 2005 AGREEMENT

The parties agree to amend the FY 2005 Agreement as amended by FY 2006 Amendment as follows

**1 ACKNOWLEDGEMENTS** City and County acknowledge that each party has continued to provide services, as described in the FY 2005 Agreement and the FY 2006 Amendment, to the other party under Section 12 13 3 Holdover since September 30, 2005 The parties acknowledge that, as used in this document, the term ' Amendment Two' means the FY 2005 Agreement, as amended by FY 2006 Amendment and this Amendment Two

**2 RENEWAL OF FY 2005 AGREEMENT AS AMENDED.** City and County are approving the renewal of the FY 2005 Agreement as amended by FY 2006 Amendment for a term of one year commencing October 1 2006 and ending September 30 2007, subject to the amendments described

in Section 3 below and to their right of termination in the FY 2005 Agreement as amended by FY 2006 Amendment

**3 AMENDMENT OF FY 2005 AGREEMENT AS AMENDED**

**3.1 Amendment of 2. Scope and Level of Services** Subsection 2.1 City Scope of Services in Section 2. Scope and Level of Services is deleted and the following is inserted in its place

2.1 City Scope of Services Under this Agreement the City shall manage the routine non-aviation operations of *STAR Flight*. The City shall provide medical supervision by the Medical Director and management and administration by the EMS Director. The City shall provide employees to provide medical services and program management for *STAR Flight* as directed by the County Commissioners Court.

**3.2 Amendment of 3. Program Duties and Performance by the City** Sub subsection 3.1.1 STAR Flight Dispatch in Subsection 3.1 Dispatch, Dispatch Monitoring, and Patient Transport in Section 3. Program Duties and Performance by the City is deleted and the following is inserted in its place

3.1.1 STAR Flight Dispatch Use and dispatch *STAR Flight* only in accordance with applicable protocols approved by the FAA Part 135 certificate holder (Travis County) at the time of the emergency, as stated in Exhibit E.

**3.3 Amendment of 5. Special Direction about Management of STAR Flight** Section 5 Special Direction about Management of STAR Flight is amended by adding the following subsection after the end of sub subsection 5.5.2

5.6 When an employee of City exercises authority over the terms or conditions of employment of a County employee, City or the employee exercising authority shall provide County with written notice of the decision and the reasons for it. When an employee of County exercises authority over the terms or conditions of employment of a City employee, County or the employee exercising authority shall provide City with written notice of the decision and the reasons for it. If a complaint, grievance, charge, lawsuit or other action results from that exercise of authority, City and County shall assist each other and cooperate in the actions and procedures necessary to resolve the complaint, grievance, charge, lawsuit or other action.

**3.4 Amendment of Exhibits** The parties agree that the Exhibits listed below are deleted and replaced in their entirety with new Exhibits, which are attached to and made a part of the FY 2007 Amendment. The Exhibits attached to the FY 2005 Agreement are and remain effective for all purposes including performance of services and accounting for expenses related to the period from October 1, 2004 to September 30, 2005 inclusive, including those that relate to true-up of expenses and fees for that period which occurs after October 1, 2005. The parties acknowledge that a true-up has been completed for this period and no exchange of funds was required as a result of the true-up. The Exhibits attached to the FY 2006 Amendment are and remain effective for all purposes including performance of services and accounting for expenses related to the period from October 1, 2005 to September 30, 2006 inclusive, including those that relate to implementation of the provisions requiring true-up of expenses and fees for that period which occurs after October 1, 2006. The Exhibits which are listed below and attached to this Renewal and Amendment Two are effective for the period commencing October 1, 2006 and replace the versions of these Exhibits attached to the FY 2005 Agreement and to the FY 2006 Amendment for the performance of services and accounting for expenses related to the period from October 1, 2006 to September 30,

2007 inclusive, including those that relate to implementation of the provisions requiring true-up of expenses and fees for that period which occurs after October 1, 2007

- Exhibit A-1 FY 2007 *STAR Flight* Personnel and Staffing List
- Exhibit A-2 FY 2007 *STAR Flight* Organization Chart
- Exhibit B FY 2007 *STAR Flight* Inventory of County-Owned Assets in Joint Possession
- Exhibit C FY 2007 *STAR Flight* Fee
- Exhibit D FY 2007 *STAR Flight* Performance Reports
- Exhibit E FY 2007 *STAR Flight* Dispatch Matrix
- Exhibit G FY 2007 *STAR Flight* Division of Management

**4 INCORPORATION OF FY 2005 AGREEMENT AS AMENDED** City and County hereby incorporate the FY 2005 Agreement as amended by FY 2006 Amendment into this Renewal and Amendment Two. Except for the changes made in this Renewal and Amendment Two, City and County hereby ratify all of the terms and conditions of the FY 2005 Agreement as amended by FY 2006 Amendment and agree that they shall continue in effect throughout the term of the FY 2007 Amendment.

**5 EFFECTIVE DATE** When it is approved by both the Travis County Commissioners Court and the City of Austin City Council, this amendment is effective October 1, 2006.

**CITY OF AUSTIN**  
A Home Rule Municipality

By \_\_\_\_\_  
Michael McDonald Assistant City Manager      Date \_\_\_\_\_

**TRAVIS COUNTY**

By \_\_\_\_\_  
Samuel T. Biscoe County Judge      Date \_\_\_\_\_

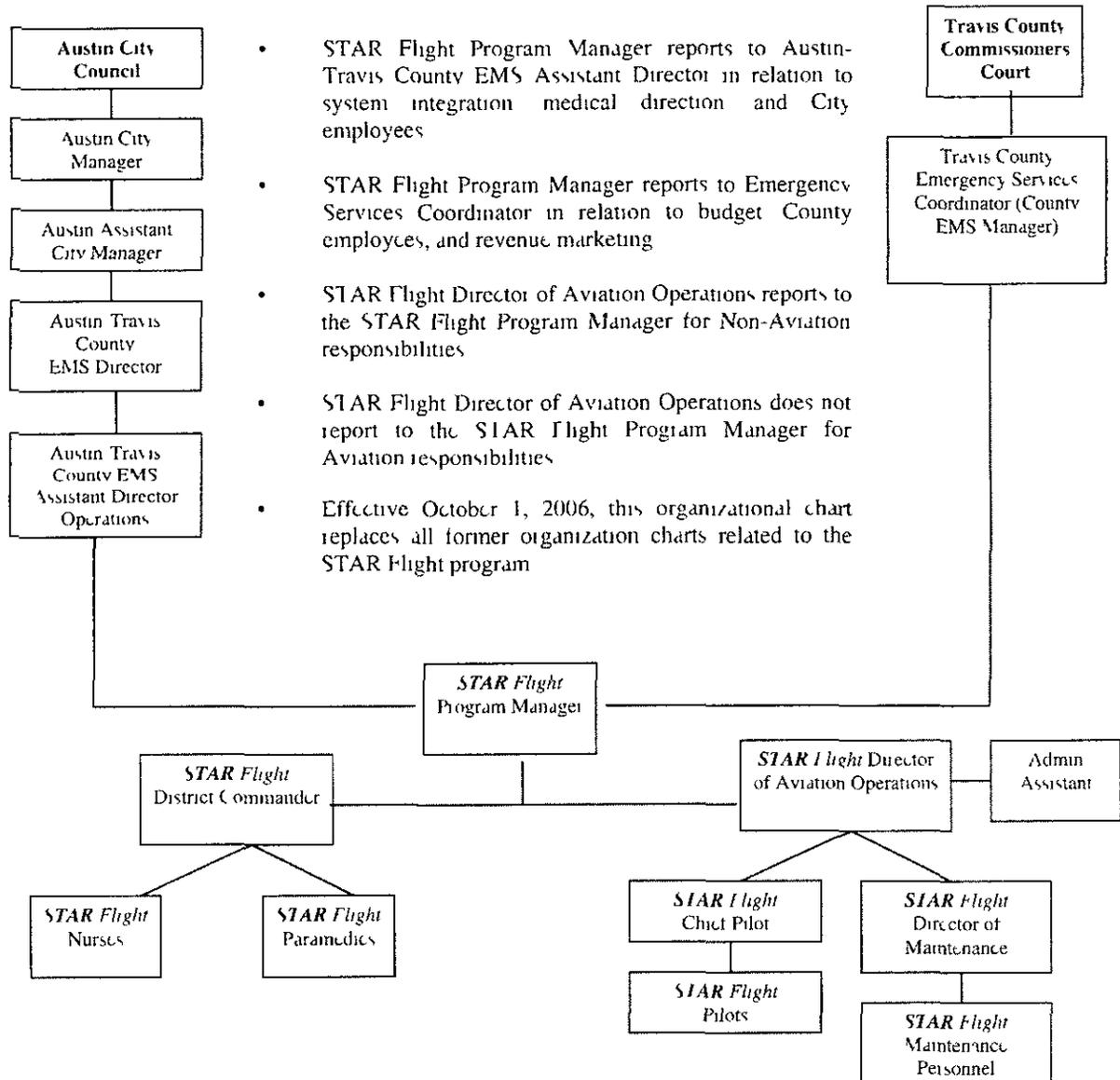
**EXHIBIT A-1**  
**FY 2007 STAR Flight Personnel and Staffing List**

Each party to this agreement shall provide staffing as set forth in the budgets adopted annually by the City and County for the duration of the Agreement term. For Fiscal Year 2007 the parties will provide the following staffing as outlined below.

<b>CITY OF AUSTIN STAR FLIGHT EMPLOYEES REIMBURSED BY TRAVIS COUNTY</b>	
<b>Functional Job Title</b>	<b>Number of FTE's</b>
STAR Flight Program Manager	1
STAR Flight District Commander	1
STAR Flight Paramedic	5
STAR Flight Nurse (one STAR Flight Nurse also serves as a STAR Flight Clinical Coordinator)	5
<b>Total City of Austin FTE's</b>	<b>12</b>
<b>TRAVIS COUNTY STAR FLIGHT EMPLOYEES</b>	
<b>Functional Job Title</b>	<b>Number of FTE's</b>
Director of Aviation Operations (also a Pilot)	1
STAR Flight Chief Pilot	1
STAR Flight Pilot	4
STAR Flight Director of Maintenance	1
STAR Flight Mechanic	2
STAR Flight Administrative Assistant	1
<b>Total Travis County FTE's</b>	<b>10</b>
<b>GRAND TOTAL FTE's</b>	<b>22</b>

Job Descriptions for City of Austin employees available from Austin-Travis County EMS Department upon request. Job Descriptions for Travis County employees available from Travis County Human Resources Management Department upon request.

## EXHIBIT A-2 FY 2007 *STAR Flight* Organization Chart



**EXHIBIT B**  
**FY 2007 STAR Flight**  
**Inventory of County-Owned Assets in Joint Possession**  
**Tagged Items Purchased by City and Reimbursed by County**

<b>Medical, Computer and Communications Equipment</b>				
<b>Items Owned by Travis County</b>	<b>Quantity as of October 1, 2006</b>	<b>Comments</b>	<b>County Asset Tag #</b>	<b>City Asset Tag #</b>
InFocus Portable Projector	1		44450	N/A
Personal Computers	2		189722 105921	N/A
LTV 1000 Ventilators	3	Purchased in FY 2006	123592 123593 123594	206657 206658 206659

<b>Vehicles and Aircraft Owned by Travis County in Service as of October 1, 2006</b>					
<b>A/TCEMS Vehicle ID Number</b>	<b>Chassis Year</b>	<b>Make</b>	<b>Vehicle Type</b>	<b>Assignment</b>	
97E009TC	1997	Ford	Ambulance	<i>STAR Flight</i>	
01A014TC	2001	Ford	Utility Service Truck	<i>STAR Flight</i> Mechanics	
02E020TC	2002	Ford	F-250 4WD Pickup	<i>STAR Flight</i> Program Manager	
06B826TC	2006	Chevrolet	Utility Service Truck	<i>STAR Flight</i> Mechanics <i>STAR Flight</i>	
N373IC (FAA #)	2006	Eurocopter	Helicopter*	<i>STAR Flight</i>	
N738TC (FAA #)	2006	Eurocopter	Helicopter*		

\*per FAA regulations, all aircraft maintenance records must be transferred with the aircraft if a change in ownership occurs

## **EXHIBIT C**

### **FY 2007 STAR FLIGHT FEE**

#### **C 1 Fee for FY 2007 Term**

The *STAR Flight* fee for the FY 2007 term which is equal to the City's *STAR Flight* Budget for that term, is a total amount of one million three hundred eighty four thousand five hundred and thirty five dollars (\$1 384 535) During the FY 2007 term, County shall pay City a monthly fee of one hundred fifteen thousand three hundred and seventy-seven dollars and ninety-two cents (\$115,377 92) Billing and payments shall be made in accordance with the terms set forth in Section 8 of the Agreement The FY 2007 term is October 1, 2006 through September 30, 2007

#### **C 2 Annual Amendments**

The parties agree that this Exhibit C will be amended annually for each renewal term, to reflect the City's *STAR Flight* Budget, and the corresponding annual and monthly fees approved by City Council and the Commissioners Court during the budget process for the applicable renewal term

#### **C 3 STAR Flight Revenue**

All revenue collected by the City for *STAR Flight* shall be paid to Travis County in compliance with Section 3 9 of this Agreement

#### **C 4 Budget Planning for FY 2008**

By no later than February 1 2007 each party shall provide the other party with the most currently available estimates of all projected major costs related to the Agreement for FY 2008 These preliminary estimates shall include as many known major costs as possible, including estimates of compensation increases and assets that are scheduled for replacement All new FTE s that are anticipated to be requested for FY 2008 should also be included in these estimates as early as possible Each party shall continue to provide the other party with regular budget projection updates for FY 2008, as well as cost projections for FY 2009 and FY 2010 to facilitate the budget planning process Subsequent budget updates for FY 2008 should also be included in the quarterly expenditure reports that the City provides to the County

**EXHIBIT D**  
**FY 2007 STAR Flight Performance Reports**

Monthly Performance Data to be provided on a quarterly basis, included in the Quarterly Reports referenced below  
Monthly Financial Reports to be provided by the last business day of the following month  
Quarterly Reports to be provided by the last business day of the month following the end of the quarters ending on the last days of December, March, June and September

Annual Performance and Financial Reports to be provided on a fiscal year basis by December 1 of each year, except for the annual inventory of County-owned assets in use by City, which shall be submitted by May 15 of each year

<b>FY 2007 Measure Name</b>	<b>Frequency of Aggregated Data</b>	<b>Frequency of Travis County Data</b>	<b>Frequency of Data by Specific County</b>	<b>FY 2007 Projections</b>
Percent of STAR Flight Dispatches in Compliance with Intercal Exhibit E	Quarterly and Annually	Annually	Annually	100%
Total STAR Flight Patient Transports from Scene	Monthly, Quarterly and Annually	Monthly Quarterly and Annually	Annually	Service Area 774 total transports (scene and interfacility)
Total STAR Flight Patient Transports (Interfacility)	Monthly, Quarterly and Annually	Monthly, Quarterly and Annually	Annually	N/A
Total STAR Flight EMS Missions	Monthly Quarterly and Annually	Monthly, Quarterly and Annually	Annually	Travis County 338
Total STAR Flight EMS Mission Cancellations	Monthly Quarterly and Annually	Monthly Quarterly and Annually	Annually	Travis County 100
Total EMS Flight Time with No Patient Transports (in hours)	Monthly Quarterly and Annually	Monthly, Quarterly and Annually	Annually	N/A
Total STAR Flight Search and Rescue Missions	Monthly, Quarterly and Annually	Annually	Annually	Service Area 150
Total STAR Flight Fire Missions	Monthly Quarterly and Annually	Annually	Annually	Service Area 25
Total STAR Flight Law Enforcement Missions	Monthly Quarterly and Annually	Annually (note calls inside City of Austin)	Annually	Service Area 80
Total Number of Public Relations Missions	Annually	Annually	Annually	N/A
Number of hours that primary aircraft is unavailable after a two hour grace period	Monthly, Quarterly and Annually	N/A	N/A	0 hours
Total Flights Missed Due to Mechanical Failure	Monthly Quarterly and Annually	N/A	N/A	Service Area 15
Total Flights Missed Due to Weather	Monthly, Quarterly and Annually	N/A	N/A	N/A

**EXHIBIT D**  
**FY 2007 STAR Flight Performance Reports**

<b>FY 2007 Measure Name</b>	<b>Frequency of Aggregated Data</b>	<b>Frequency of Travis County Data</b>	<b>Frequency of Data by Specific County</b>	<b>FY 2007 Projections</b>
Total City Costs for STAR Flight per Total STAR Flight Responses	Annually	Annually	Annually	\$1,346
Percentage of Monthly Payments of STAR Flight Fees by County to City Within 30 Business Days of Receipt of Complete Invoice	Monthly, Quarterly and Annually	N/A	N/A	100%
Average Number of Calendar Days of Issuance of STAR Flight Patient Bill from Date of Service	Monthly, Quarterly and Annually	N/A	N/A	14 days
Percentage of Monthly Payments of STAR Flight Patient Revenue Made by City to County by 30 <sup>th</sup> Calendar Day of Following Month	Monthly Quarterly and Annually	N/A	N/A	100%

**Report Narrative**

Charts and graphics may be used to streamline performance measure data reporting

The quarterly and annual reports will include narrative sections on the following topics

- 1) Summary of Public Missions (Fire Law Enforcement, Search and Rescue) performed and reviews of incidents that meet the review threshold defined by the Inter-Agency Incident Management System Committee
- 2) Summary of training issues (rescue, aviation, clinical) covered in the previous 12 months. SF monthly meeting minutes are available
- 3) Other issues of note as they arise such as performance trends future issues marketing efforts and potential business opportunities

**EXHIBIT D**  
**FY 2007 STAR Flight Performance Reports**

<b>FY 2007 Financial Reports</b>	<b>Report Description</b>	<b>Report Frequency</b>
STAR Flight Billing Assessments Report	Billing Assessments Report by Patient ID # for STAR Flight patients	Monthly
STAR Flight Accounts Receivable/Aging Report	Accounts Receivable/Aging Report by Patient ID # for STAR Flight patients	Monthly
STAR Flight Collection/Payor Type Report	Collection Report by Patient ID # and by Payor Type - for STAR Flight patients	Monthly
STAR Flight Expenditure and Budget Projection Report	Expenditures by line item for all STAR Flight expenditures budgeted by City of Austin with projections of year-end total expenditures and projections of major cost changes for subsequent budget year	Quarterly
Inventory of County STAR Flight Property	Inventory Report of all STAR Flight tagged items purchased by City of Austin on behalf of County and vehicles purchased by County in use by City of Austin - due to County by May 15	Annually (by May 15)
STAR Flight Vehicle Maintenance Costs per Mile (for County-owned STAR Flight vehicles maintained by City)	STAR Flight Vehicle Maintenance Report - will be provided as backup to annual true-up of costs paid by County for ground services	Annually
Maintenance detail per County-owned STAR Flight vehicle maintained by City	Report of all City maintenance performed on each County-owned STAR Flight vehicle	Annually

# FY 2007 EXHIBIT E – STAR Flight Dispatch Matrix

## Austin-Travis County EMS Department STAR FLIGHT Dispatch OVERVIEW AND MATRIX

**STAR Flight** is a multi-purpose public safety air rescue resource, its primary mission profile is EMS, but it also has a broad array of other emergency services including hospital inter-facility transfer transports, search and rescue, wild land fire fighting and law enforcement support. It provides highly specialized air rescue services that would not otherwise be available within the EMS System and the approved service area.

Because of the broad range of air rescue services **STAR Flight** provides the EMS System and the approved service area, it is essential that the management of this limited helicopter resource be clearly defined. It should also be noted that these are routinely time critical and complex decisions. The **STAR Flight** dispatch matrix delineates the priority among uses and areas served. It guides EMS **STAR Flight Command** and EMS Systems Communications in prioritizing flight requests for **STAR Flight** response and managing competing requests for assistance that occur after **STAR Flight** has been dispatched.

### Definitions

- In-System means the service area of the EMS System which includes Travis County and the area within the city limits of the City of Austin including those parts extending into Williamson and Hays County
- In-Region means the service area outside the EMS System that has been approved by Travis County Commissioners Court
- Out-of-Region all areas outside the combined area of the EMS System and the approved In-Region service area
- STAR Flight Command means the **STAR Flight** Program Manager, the Director of Aviation Operations, the Chief Pilot and their designees

### Matrix Prioritization

#### 1<sup>st</sup> Priority

- Scene medical and trauma involving a Life Threatening circumstance if In-System or In-Region
- Hospital transfer medical involving a Life Threatening circumstance if In-Region

## FY 2007 EXHIBIT E – STAR Flight Dispatch Matrix

- Hospital transfer trauma involving a Life Threatening circumstance if In-System or In-Region
  - Rescue involving a Life Threatening circumstance if In-System or In-Region
- (Note Competing calls involving Life Threatening circumstances are handled on first come, first served basis In-System and In-Region)

2<sup>nd</sup> Priority Hospital transfer medical involving a Life Threatening circumstance if In-System

3<sup>rd</sup> Priority, Requires **STAR Flight** Command approval

- Scene medical and trauma involving a Life Threatening circumstance if Out-of-Region
- Hospital transfer medical involving a Life Threatening circumstance if Out-of-Region
- Hospital transfer trauma involving a Life Threatening circumstance if Out-of-Region
- Rescue involving a Life Threatening circumstance if Out-of-Region
- While these are initially categorized as Priority 3, once accepted

4<sup>th</sup> Priority

- Rescue Services not involving a Life Threatening circumstance In-System
- Law Enforcement Assistance Services In-System
- Fire Suppression and Control Assistance Services In-System

5<sup>th</sup> Priority

- Rescue Services not involving a Life Threatening circumstance In-Region
- Law Enforcement Assistance Services In-Region
- Fire Suppression and Control Assistance Services In-Region

6<sup>th</sup> Priority

- Rescue Services not involving a Life Threatening circumstance Out-of-Region
- Law Enforcement Assistance Services Out-of-Region
- Fire Suppression and Control Assistance Services Out-of-Region

7<sup>th</sup> Priority Public Education and Public Relations flights

8<sup>th</sup> Priority In-Region Public Education

## FY 2007 EXHIBIT E – STAR Flight Dispatch Matrix

9<sup>th</sup> Priority In-System Public Relations

10<sup>th</sup> Priority In-Region Public Relations

Flights dispatched for circumstances with Priorities 4-10 Responses  
automatically divert for circumstances with Priorities 1 and 2

Once any flights for requests for a patient with life threatening medical or rescue condition has been accepted divert only if **STAR Flight** is within the immediate area of an incident and life threatening circumstances have been confirmed by on scene resources AND with approval of **STAR Flight Command**

Requests to Regional Private Providers may be made for In-System medical responses if the other provider is a qualified private aero medical services and **STAR Flight** is not available

The following conditions are required for these flights to be approved

- The patient is suffering from a Life Threatening medical condition that warrants rapid transport
- The ground transport time is greater than the activation, response, and transport time of the patient by the private aero medical service

# FY 2007 EXHIBIT E – STAR Flight Dispatch Matrix

## New STAR Flight Call Triage and Dispatch Matrix

**STAR Flight** is a specialized emergency medical resource tasked with five (5) primary and three (3) secondary response missions. To assist in rapidly prioritizing multiple **STAR Flight** the following dispatch matrix has been developed as a guide. **STAR Flight** requests are categorized and prioritized similar to those received by the EMS Medical Priority Dispatch System

Location	Scene-Medical	Scene-Trauma	Hospital-Medical	Hospital-Trauma	Rescue-Life Threatening	Rescue-Non-Life Threatening	Law Enforcement	Fire Suppression and Control
<b>In System</b> Austin/Travis County	(Priority 1) <u>1 Dispatch</u>	(Priority 1) <u>1 Dispatch</u>	(Priority 2) <u>1 Dispatch</u>	(Priority 1) <u>1 Dispatch</u>	(Priority 1) <u>1 Dispatch</u> 2 Notify 'SpecOps Command page'	(Priority 4) <u>1 Requires Approval</u> 2 Notify 'SpecOps Command page'	(Priority 4) <u>1 Dispatch</u> 2 Notify 'SpecOps Command page'	(Priority 4) <u>1 Dispatch</u> 2 Notify 'SpecOps Command page'
<b>In-Region</b> Bastrop Bell, Blanco, Burnet Burlison, Caldwell, Comal, Fayette, Gillespie, Gonzales, Guadalupe Hays, Kendall, Lampasas Lee, Llano, Milam, San Saba, Williamson	(Priority 1) <u>1 Dispatch</u>	(Priority 1) <u>1 Dispatch</u>	(Priority 1) <u>1 Requires Hospital Approval</u> <u>2 Dispatch</u>	(Priority 1) <u>1 Dispatch</u>	(Priority 1) <u>1 Dispatch</u> 2 Notify 'SpecOps Command page'	(Priority 5) <u>1 Requires Approval</u> 2 Notify 'SpecOps Command page'	(Priority 5) <u>1 Requires Approval</u> 2 At the request from In-System agency- <u>Dispatch</u> 3 Notify 'SpecOps Command page'	(Priority 5) <u>1 Requires Approval</u> 2 At the request from In-System agency- <u>Dispatch</u> 3 Notify 'SpecOps Command page'
<b>Out-of-Region</b> Counties not listed as In-Region above	(Priority 3) <u>1 Requires Approval</u> 2 Notify 'SpecOps Command page'	(Priority 6) <u>1 Dispatch ONLY after Approval</u> 2 Notify 'SpecOps Command page'	(Priority 6) <u>1 Dispatch ONLY after Approval</u> 2 Notify 'SpecOps Command page'	(Priority 6) <u>1 Dispatch ONLY after Approval</u> 2 Notify 'SpecOps Command page'	(Priority 6) <u>1 Dispatch ONLY after Approval</u> 2 Notify 'SpecOps Command page'			

# FY 2007 EXHIBIT E – STAR Flight Dispatch Matrix

## Dispatch Guidelines

### **Call Prioritization**

- Priority 1 Trauma normally takes precedent over Priority 1 Medicine
- Unstable cardiac or stroke patients requiring time sensitive treatment should be considered equivalent to a Priority 1 Trauma
  - Unstable cardiac means any cardiac patient who is experiencing a active AMI requiring revascularization or is hemodynamically unstable
  - Stroke patients must meet the criteria for time sensitive treatment
- Life-Threatening Rescue is considered equivalent to a Priority 1 Trauma category
- Calls with equivalent priority are treated on a first come, first served basis

### **Rescue**

- Categories
  - ◆ Life Threatening
    - Any situation that poses a potential or immediate threat to the safety of the victim/patient It is not dependent upon injury at the time of request, for example A non-injured victim in a precarious situation surrounded by moving water
  - ◆ Non-Life Threatening
    - Any situation where there is NO threat to the safety of the victim/patient, for example The victims' house is inaccessible due to high water and they are running low on food or water
  - ◆ In-Region and Out-of-Region
    - Under most circumstances (i e life-threatening) these calls
    - EXCEPTION A request by an In-System public safety agency for an response not In-System does not require approval, dispatch immediately
- Remember **it takes an average of 10 minutes to rig the helicopter for rescue operations.**
- Extra rescue personnel may be needed for numerous victims or responses not In-System They may be added at the discretion of Special Operations or **STAR Flight** Command and the **STAR Flight** crew

### **Law and Fire**

- Austin Police Department Air 1 will serve as the primary law enforcement unit for requests within Travis County **STAR Flight** will be a back-up in the case that Air 1 is not available, or for multiple simultaneous requests
- In-Region and Out-of-Region MUST have approval (i e 10 minute rule not applicable)

## FY 2007 EXHIBIT E – STAR Flight Dispatch Matrix

- **EXCEPTION** A request by an In-System public safety agency for a response not In-System does not require approval, dispatch immediately
  - Remember It takes an average of 10-15 minutes to rig (and remove) the FIRE Bucket
  - **Department of Public Safety (DPS) or Lower Colorado River Authority (LCRA)** requests for Law Enforcement, Fire Suppression and Control or Rescue Flights that are not In-System are processed as In-Region or Out-of-Region requests, as appropriate
- ### Diverting
- **In-System Scene**
    - ◆ Divert from medical scene to trauma scene based EMS System status this is a JUDGMENT CALL consider flight time, ground response, number / condition of patient(s)
  - **In-Region**
    - ◆ Divert only if **STAR Flight** is within the immediate area of an incident and life threatening circumstances have been confirmed by on scene resources AND with the approval of **STAR Flight** Command
  - **Fire Suppression and Control**
    - ◆ Prior to diverting from a Fire Bucket operation, contact Pilot or Flight Paramedic to confirm estimated time it will take to remove bucket and, if necessary, re-fuel

### **On-Scene STAR Flight Notification**

- Communications will notify STAR Flight personnel of all potential or pending **STAR Flight** calls regardless of status

### **Inter-Facility Emergency Transfers (STAREI)**

- RECEIVING HOSPITAL APPROVAL IS NOT REQUIRED-IMMEDIATE DISPATCH for
  - ◆ ANY Trauma with a transport destination of Brackenridge Level II Trauma Center,
  - ◆ On-Scene Trauma/Medical with rendezvous at a hospital helipad
- RECEIVING HOSPITAL APPROVAL IS REQUIRED-DELAYED DISPATCH for
  - ◆ ALL medical requests, adult and pediatric
  - ◆ Approval means that the Transferring Hospital confirms that they have received approval from the Receiving Hospital It does not require EMS Systems Communications to “re-confirm” with the receiving facility
  - ◆ If confirmation has not been received, conference call the transferring hospital with the receiving hospital for approval

## FY 2007 EXHIBIT E – STAR Flight Dispatch Matrix

- APPROVAL IS REQUIRED-DELAYED DISPATCH (ABC) for
  - If transport to a hospital other than Brackenridge, Seton, Heart Hospital, St David's or North Austin Medical Center
    - Prior to requesting approval the following information is required
      - 1 Acuity of patient's condition,
      - 2 Availability of other aero medical services (i.e. Air Life, STAT, Critical Air, Life STAR, Herman Life Flight)
      - 3 Phone number and name of requesting party

### ***Delayed Responses***

- If the call has been holding greater than 15 minutes reconfirm need for STAR Flight with requesting agency prior to launch

### **Alternate Helicopter providers**

- AirLife, San Antonio 1-800-247-6428
- STAT, Temple/Georgetown 1-800-456-7477
- Critical Air, Numerous bases 1-800-247-8326
- Life STAR, Kileen
- Herman Life Flight, Houston 1-800-392-4357

"SpecOps Command page" Consists of and will be entered in AlphaPaging Computers as "**STAR Flight** mission approval pending, please call Communications ASAP"



## FY 2007 EXHIBIT E – STAR Flight Dispatch Matrix

The approved service area for **STAR Flight** is the Counties listed below

- 1 Bastrop
- 2 Bell
- 3 Blanco
- 4 Burnet
- 5 Burleson
- 6 Caldwell
- 7 Comal
- 8 Fayette
- 9 Gillespie
- 10 Gonzales
- 11 Guadalupe
- 12 Hays
- 13 Lee
- 14 Kendall
- 15 Lampasas
- 16 Llano
- 17 Milam
- 18 San Saba
- 19 Travis
- 20 Williamson

These will be listed and attached at each console at EMS Systems Communications

This **STAR Flight** dispatch matrix is approved by the FAA Part 135 certificate holder, which is Travis County. This document may be updated by the FAA Part 135 certificate holder to meet current FAA requirements.

## **EXHIBIT G**

### **FY 2007 *STAR Flight* Division of Management**

There are two aspects to the management of the *STAR Flight* program. One relates primarily to the general management of the program. The other relates to aviation and includes specific legal requirements applicable to aviation. Although decisions related to one aspect can significantly impact the other aspect, both aspects are critical to the successful management and operation of the *STAR Flight* program. Because of the applicable laws related to aviation, the general management of the program cannot override decisions based on the laws applicable to aviation.

The Director of Aviation Operations and, in his absence, his designee has the authority to make decisions related to aviation responsibilities of the *STAR Flight* program as stated below. The *STAR Flight* Program Manager and, in his absence, his designee have the authority to make decisions related to general management (non-aviation) responsibilities of the *STAR Flight* program under the supervision of the County EMS Manager. The following points outline the general distinctions between aviation versus the non-aviation responsibilities of these managers.

#### **Aviation Responsibilities**

Aviation responsibilities of the *STAR Flight* program include the following:

- A **FAA Regulations and *STAR Flight* Operating Documents**
  - 1) Interpretation of and compliance with Federal Aviation Administration (FAA) regulations including the preparation of all required reports and application of the FAA regulations to daily operations
  - 2) Updating and adhering to the Travis County Operations Manual
  - 3) Updating and adhering to the *STAR Flight* Policy and Procedures Manual
  - 4) Updating and adhering to the *STAR Flight* Rescue Guidelines
  
- B **Aviation Safety Program** Aviation and medical crew will comply with the established safety practice procedures as set forth in the documents listed in A above.
  
- C **Aircraft**- Airworthiness of the aircraft, aviation equipment issues (VFR/IFR), instrumentation, maintenance needs.
  
- D **Aviation Equipment**- Selection, maintenance and replacement of aviation equipment including flight suits, flight helmets, specialized tools and safety equipment.
  
- E **Qualifications, Selection and Performance of Pilot and Aircraft Mechanic Positions**- Includes the job descriptions, training and experience required, the selection of new aviation staff, the evaluation and discipline of aviation staff, the training of aviation staff, both initial training and recurrent training throughout the term of employment and maintenance of aviation certifications.

## **EXHIBIT G**

### **FY 2007 *STAR Flight* Division of Management**

- F Management Vacancies- Vacancies for the *STAR Flight* Program Manager will be filled by a joint City of Austin/Travis County interview team as designated by the County EMS Manager and the EMS Director
  
- G Aviation Drug and Alcohol Program- Administered per Federal Aviation Administration (FAA) guidelines for direct aviation staff (pilots mechanics, flight nurses and flight medics)
  
- H Aviation Liaison Functions - Aviation liaison between aircraft manufacturers and vendors. Point of contact with aviation regulatory agencies. The Program Manager and Aviation management team should be jointly involved in any substantial financial and business decisions.
  
- I Evaluation of New Types of Missions- Includes the evaluation of the viability of a new program to undertake a specific type of mission based on capability of the aircraft, required crew and equipment and any other aviation related factors.
  
- J Approval of Crew Members- The Pilot in Command on each flight has the authority to determine whether any proposed crew member, including medical staff, is acceptable as a crew member for any particular flight. The Director of Aviation and the Chief Pilot have the authority to determine that any proposed crew member, including medical staff, is unacceptable as a crew member for all flights. The discretion of the Pilot in Command, Director of Aviation and Chief Pilot is governed by the laws and regulations applicable to aviation.

#### **Non-Aviation Responsibilities**

Non-Aviation responsibilities of the *STAR Flight* program include the following:

- A Program Management Liaison Includes maintaining communications about management of daily operations with hospitals, other Emergency Medical Systems, Regional Advisory Councils, law enforcement, and fire departments, under the supervision of the County EMS Manager.
  
- B Texas Department of State Health Services Regulations and *STAR Flight* Operating Documents
  - 1) Interpretation of and compliance with Texas Department of State Health Services regulations.
  - 2) Updating and adhering to the *STAR Flight* Policy and Procedures Manual.
  - 3) Updating and adhering to the *STAR Flight* Rescue Guidelines.

**EXHIBIT G**  
**FY 2007 *STAR Flight* Division of Management**

- C Budget Includes preparation of the draft *STAR Flight* budgets for the City and County and management of the approved budgets to ensure spending complies with the approved budgets
- D Performance Evaluations- Includes evaluation of the Director of Aviation Operations, city employees and the effectiveness of the program at achieving its goals, objectives and missions
- E Management Vacancies- Management vacancies for Director of Aviation Operations Chief Pilot and Chief Mechanic will be filled by a joint City of Austin/Travis County interview team as defined by the County EMS Manager and the EMS Director
- F Drug and Alcohol Program- Includes testing training and enforcement of prohibition from performing any duties while under the influence of drugs or alcohol for the flight medics and flight nurses
- G Administrative approval of flights- Administrative approval of flights will be handled in compliance with the protocols approved by Commissioners Court and with the Flight Dispatch Matrix in Exhibit E
- H Creation of New Programs/Services or Service Area Expansion- Includes the administrative decision to pursue new programs, services or service area expansion These must have approval by Director of Aviation Operations or his/her designee prior to final approval by Commissioners Court